RETHINKING STANDARDIZATION

High-value patient care depends on embracing, accommodating, and integrating the unique perspectives of five critical stakeholders. Each group has a unique view of standardization: its benefits, drawbacks, and what it *should* do for patient care.



PAYORS:

Standardization = Cost-Effective Care

- Believe standardization promotes cost-effective care and increases value.
- Standardization assists with cost management, benefits design, and addresses costly health issues.





PATIENTS:

Standardization =

Personal and Effective Care



Predictable Care • Believe standardizati

• Believe standardization promotes predictability.

Standardization =

HEALTHCARE

EXECS:

 Predictability allows for efficiencies, supports reimbursement, reduces disparities in care, and improves patient safety.

CLINICIANS:

Standardization = **Evidence-Based Care**

- Believe evidence-based standards, if fairly applied, can provide higher quality and better outcomes over time.
- Often feel standardization represents a loss of autonomy and less personalized care and may question how or why standards are set.



Want reassurance they are getting the best care possible.

- Want to be treated as a unique person, but trust high-quality, standardized approaches
- Believe standard approaches to communication & engagement enhance their care experience.
- May resist standardization if they prefer alternatives to recommended care.



NURSES:

Standardization = Consistent Care

- Believe standardization allows for predictability.
- Predictability allows for workplace efficiencies, reduces disparities in care, and improves patient safety.